



Jefferson County Child Support Agency 2010 Annual Report To The Jefferson County Board of Supervisors



Jefferson County Child Support Agency Mission Statement

The general purpose and mission of the Child Support Enforcement Program is derived from Title IV-D of the Social Security Act:

To Enhance the well-being of children by assuring that assistance in obtaining support, including financial and medical, is available to children through locating parents, establishing paternity, establishing support obligations, and monitoring and enforcing those obligations.

The Jefferson County Child Support Agency achieves the purpose of Title IV-D of the Social Security Act, the interest of Jefferson County, and the interests of the State of Wisconsin by striving to do the following:

Provide services in a fair, consistent and non-discriminatory manner.

Build relationships and partnerships with the courts, the community and ancillary service agencies to promote the purpose of our program.

Dedicate ourselves to a team effort that improves the health and well-being of the children who trust us to advocate with creativity and passion on their behalf.

Child Support Agency Program Summary

Under contract with the Department of Children and Families (DCF), the Jefferson County Child Support Agency provides services to establish paternity and establish and enforce child support and health insurance. Some of the specific services provided by the Agency:

- Establish paternity on behalf of children whose parents are not married to each other at the time of child's birth
- Establish court orders requiring parents to pay child support and to provide health care coverage for their child(ren)
- Locate absent parents and assets as necessary to establish, enforce and collect child support and health insurance obligations
- Enforce child support and health insurance orders. Take administrative, civil, interstate and criminal actions necessary to collect court ordered support.

2010 Program Funding

The Child Support Agency is funded with a combination of federal, state and county dollars. Federal administrative cost reimbursement is the principal funding for the Agency. The federal reimbursement rate

for administrative costs is 66%. In addition to the administrative cost reimbursement, the Agency also receives performance incentives based on four performance measures. The performance incentives are partially contingent upon the Agency meeting these measures. In 2010, the Agency met three out of the four measures, only slightly missing the fourth measure by .36%.

Medical Support Performance Awards were awarded during 2010 to counties that enforced their medical support obligations and collected health insurance information for their IVD caseloads. Our Agency received the 4th largest medical performance award in the state, receiving a total of \$43,786.47.

<u>Measure</u>	<u>Agency Target</u>	<u>FFY 2010 Agency Final</u>	<u>State FFY 2010 Final</u>
Court Order Establishment	80%	93.31%	85.33%
Paternity Establishment	90%	111.21%	100.17%
Current Support Collections	78.10%	77.74%	70.58%
Arrears Cases with Collections	77.49%	77.98%	62.09%

The Agency collects various costs and fees from case participants. A large percentage of costs and fees are collected through the federal and state tax intercept program.

<u>Other Revenue Sources</u>	<u>2008</u>	<u>2009</u>	<u>2010</u>
Medical Support Liability (15% of birth expense collections)	\$34,830.01	\$27,448.74	\$27,710.00
Extradition Reimbursement	\$ 4,746.68	\$ 2,715.98	\$2,130.83
CS Program Fees (service fees, genetic test fees, BVS fee, payment record fees, application fees)	\$25,066.32	\$25,776.26	\$19,163.86
	<u>\$64,643.01</u>	<u>\$55,940.98</u>	<u>\$49,004.69</u>

In May, 2010 the Child Support Agency began charging a wage assignment fee to our NIVD customers (NIVD customer = customer without case management services). Prior to this fee, the NIVD customer was not charged for services provided by the Agency. As a direct result of the NIVD wage assignment fee, the agency collected a new revenue source total of \$1,610.00 in 2010.

During 2010, other county departments provided child support enforcement related services to assist the Child Support Agency in providing Agency mandated services. The other cooperative agencies were the Family Court Commissioner, the Sheriff's Department, the Clerk of Court and the District Attorney's office. Through cooperative agreements with these departments, the county received reimbursement for administrative costs incurred for child support activities in the amount of \$98,532.31 (\$88,059.27 in 2009).

2010 Program Services Highlights

- ❖ Agency successfully provided full services to 3,939 cases (I-VD), an increase of 188 cases since December 31, 2009 and provided partial services to an additional 1,177 (NIVD) cases.
 - Services were successfully provided as a direct result of the very knowledgeable and dedicated Agency staff. Agency staff has approximately *151 accumulative years of child support knowledge and experience* which they were able to use to successfully serve Agency customers.
- ❖ \$13,190,835.04 total collections for all Jefferson County cases (IV-D and NIVD); 2.8% reduction in total collections compared to 2009. Similar to 2009, the downturn in the economy continued to affect collections into 2010.
 - \$1,141,702.67 total collections from unemployment compensation compared to \$1,229,365.83 total collections from unemployment compensation in 2009.
 - \$9,332,032.49 total collections from income assignment compared to \$9,529,442.16 total collections by income assignment in 2009.
- ❖ As of December 31, 2010, 1,100 fully enforceable administrative liens on the Wisconsin Administrative Lien Docket, representing \$6,891,048.26 in past due child support and other lien eligible debts.
 - \$50,983.58 collected in 2010 through license suspensions, vehicle lien releases, unclaimed funds, passport denials, pension lump sum seizures and bank account seizures
 - Total lien docket collections (2001-2009), \$617,496.09
- ❖ The Agency continued to provide assistance to pro-se case participants filing motions or stipulations to modify support or health insurance. In 2010 the agency continued with the Friday walk-in pro-se clinic to assist case parties promptly to modify their child support orders and expanded its pro-se services to assist case parties by offering appointments Monday through Thursday.
- ❖ Customer Service Call Center provided customer service to 11,694 customers in 2010. The call center also provides translation services for the Agency. The Call Center provision of translation services aided the Agency in reducing interpreter costs, from \$3,241.00 in 2009 to \$1,298.95 in 2010.
- ❖ Provided order establishment and enforcement services by scheduling and attending 1,980 court hearings and 504 agency appointments.

2011 Program Service Goals

- ❖ Use all available Agency resources to provide mandated services to Agency customers while striving to meet Agency performance measures to earn maximum Agency funding.
- ❖ Prepare for and adjust to the proposed 2011-2013 budget reductions to ensure continued and quality services to the customers of Jefferson County, as 2012 Agency Budget is prepared.
- ❖ Continue Agency transition to paperless filing system, moving forward with scanning Agency closed files to save on storage space.
- ❖ Implement new Vital Check system to allow customers option to pay wage assignment fee by credit or debit card
- ❖ Plan for and implement new Child Support Payee Debit Card scheduled for late 2011

Child Support Agency Staff

Stacee Schuck, Child Support Agency Director	Kathie Orval, Child Support Specialist
Carolyn Swart, Financial Specialist	Maria Maruna, Child Support Specialist
Sarana Stolar, Child Support Specialist	Jennifer Zink, Child Support Specialist
Dale Talamantes, Customer Service	Tammy Tomczak, Child Support Specialist
Laura Danielson, Legal Assistant	*Thomas Antholine, Asst. Corporation Counsel
Denise Skelly, Legal Assistant	*Robert Dehring, Asst. Corporation Counsel

**Part of Corporation Counsel Organizational Chart*



Respectfully Submitted,

Stacee Schuck
Child Support Agency Director



